



Student Guide to Using Blackboard Academic Suite ver. 8.0

Some SRSU courses may make use of **Blackboard**, an online teaching and learning tool. Your instructor will let you know if your class uses Blackboard or not. Courses identified in the class schedule as **Web-Delivered** will not meet regularly but will instead use the Blackboard system to deliver course content. If you are enrolled in a Web-Delivered class, contact your instructor.

Students will automatically be enrolled into our official SRSU online courses using the **Blackboard Academic Suite ver. 8.0** learning management system (also known as Blackboard Enterprise). Students cannot be added into a Blackboard course unless they are officially enrolled in the course through the Registrar's Office (see: **Banner Self Service** at <http://www.sulross.edu/techtips/>).

All Blackboard users will be required to use their Sul Ross University webmail username (e.g., jdoe if your email is jdoe@sulross.edu) **and password** (a randomly generated, case-sensitive, alpha-numeric string) **to access Blackboard**.

- **If you DO NOT KNOW your Sul Ross University Blackboard/webmail username and password** contact **Help Desk** at 837-8765 or off-campus toll-free at 1-888-691-5071. They'll verify who you are and give you your login info over the phone.

Logging into Blackboard 8.0

Once you have a have a Blackboard account (username and password), you can log in. Your username is your SRSU webmail username ID (e.g., jdoe if your email is jdoe@sulross.edu) and your initial password is a randomly generated, case-sensitive, alpha-numeric string.

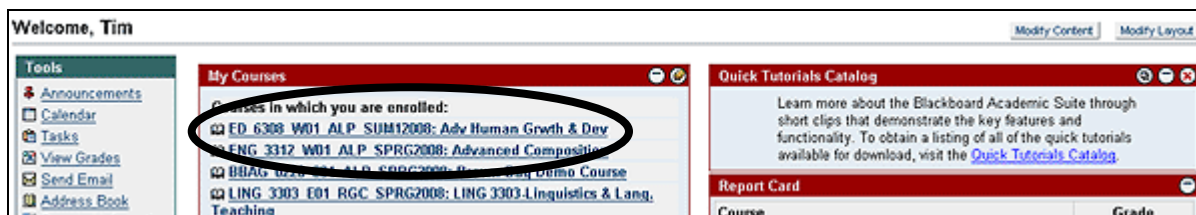
To log into Blackboard

A screenshot of a web login form. At the top, a red banner says 'Have an Account? Login Here.' Below it, text says 'Enter login information here and click the Login button below.' There are two input fields: 'Username:' and 'Password:'. At the bottom right is a 'Login' button.

1. Go to: <http://bbsrsu.sulross.edu/> OR go to the Sul Ross home page and select "Blackboard" under Quick Links (or from the menu running beneath the content area of the home page).
2. Click **User Login**.
3. Type in your Username and Password.
4. Click **Login**.

How do I access my Blackboard courses?

Go to <http://bbsrsu.sulross.edu/> and log in using your username and password. After you log in, you will see your Blackboard “My Sul Ross” Home Page. Your Blackboard courses will appear in a list to the left under a heading titled “My Courses.” To enter a class, click the name of the course.



I logged into Blackboard, but I don't see my courses anywhere!

In our normal procedure, students are automatically enrolled into their Blackboard courses starting thirty days prior to the start of a term. If you do not see any courses listed under the “My Courses” heading, it may be that your instructors are not using Blackboard this semester, or may not have made their Blackboard courses “available” yet. Automatic enrollments are updated daily through the semester.

NOTE: If you have recently added a course, it takes approximately one to two business days to become registered and enrolled into Blackboard courses.

I forgot my password. What should I do?

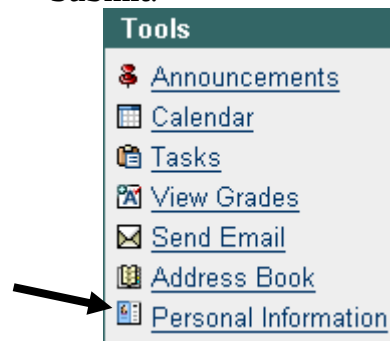
For Blackboard login issues, or to get your username and password information, contact our 24/7 Help Desk at: 837-8765 or off-campus toll-free at 1-888-691-5071. They'll verify who you are and give you your login info over the phone.

How do I change my Blackboard password?

After logging in for the first time, it is recommended you change your password. You may change your password in Blackboard at any time, but changing your password in Blackboard will not change your email password (although you may elect to set them to be the same).

- After you log in, you will see your “My Sul Ross” Home Page.
- On the left hand side of the screen, you will see a “Tools” menu.
- Click on the tool labeled **Personal Information**.
- Click on **Change Password**.
- Enter your new password. You will need to do this twice.

- Scroll down and click **Submit**.



What if I have trouble using Blackboard?

Ask your instructor for assistance if you are having trouble using Blackboard. They may have you call our **Media and Instructional Technology Services** area (432-837-8668) OR contact an **SRSU Blackboard Support person**. Their information can be found on the Blackboard Login screen. You can also find Blackboard “How-to’s” and tutorials on the **SRSU Blackboard Information and Help** page at: <http://www.sulross.edu/blackboard/>

I already have email, do I have to use the University email?

You must have a University email account to access Blackboard. The University email is used to access Blackboard, online library services, and to communicate important University announcements. If you want to continue using an alternate email address, you may forward your Sul Ross email to your other email account. Instructions for forwarding email are as follows:

1. Point your web browser to: <https://webmail2.sulross.edu/> OR go to the Sul Ross home page and select "Web-based E-Mail" in Quick Links (or from the menu running beneath the content area of the home page choose "Email").
2. Log on with your email name (without the "@sulross.edu" part) and your e-mail password.
3. Choose the "Options" link in the menu area at the top of the page.
4. Choose the "Vacation Message" link from the Options menu.
5. Check the box next to "Forward incoming messages to addresses listed below?"
6. In the "Forwarding email addresses" text field, add the email addresses you wish to forward your SRSU email to (one address per line).
7. If you need assistance, contact our 24/7 Help Desk at: 837-8765 or off-campus toll-free at 1-888-691-5071..

Are there any instructions on using Blackboard?

If you are logged into Blackboard, clicking on the Help Button (question mark) at the top of the screen, or the "Help and Resources" menu button (which you'll find in most Blackboard course menus) will direct you to a student information and resource area.



The "**Help**" areas contain the following:

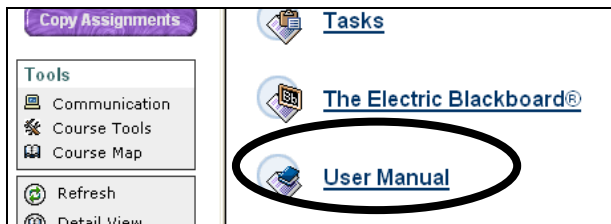
- **How To...** - Blackboard Academic Suite ver 8.0 How-To's for Students
- **Downloads, Utilities, and Viewers** - Document viewers and other things that may be required by your on-line course.
- **Instructor Contact Info** - If you do not know your instructor's E-mail address, you may find it here.
- **Business Majors** - Information and free resources, provided for students who are pursuing a career in business or in a business related field.
- **Future Educators** - Information and free resources, provided for teachers or students who are pursuing a teaching career.
- **Libraries** - Links to SRSU libraries and research databases. Help for using on-line research materials, and citing references (MLA, APA...).
- **Internet Resources** - Links to academic Web sites, testing information, and miscellaneous useful websites.

My username and password aren't working. What should I do?

- Verify your password with SRSU HelpDesk (call them toll-free, 24/7 at 1.888.691.5071). If you leave the University for a semester, there's a good chance your password may have changed on you. Even if you haven't, and you find your login info no longer working for you, calling HelpDesk to verify that you are still using accurate login info is still the best place to start.
- Make sure you are using the correct case for your password – passwords are case sensitive!
- Make sure you don't have the caps lock on when you are typing in your password.
- Make sure that you aren't using your entire email address as a username. Only the first part of your email address should be entered (**jdoe** if your email is jdoe@sulross.edu) as your username.
- If you've tried all of the above and are still having trouble logging in, it may have something to do with your computer (or more specifically, your computer's keyboard). Try another computer.
- If all else fails, please let HelpDesk, or one of your SRSU Blackboard support people know so we can start troubleshooting as quickly as possible..

Accessing the Blackboard Student Manual

A manual of instructions for using Blackboard is available under the Tools box (click on “Course Tools”) of your Blackboard course menu (FYI, your instructor may choose to disable this area).



Accessing the User Manual

Setting Up your Computer for Blackboard

- You need a computer with multimedia capabilities (i.e., sound where you can use speakers or headphones), a monitor capable of at least 800 x 600 resolution, a 56k modem or dedicated Internet connection, and an Internet Browser (we suggest Firefox Mozilla) in order to access Blackboard.

Here are further specifications:

- Your browser must accommodate both JavaScript and Java for some functions of the course. These are functions you can turn on in your browser.
- Your browser must be set to accept cookies (use minimum browser security settings).
- Windows users will need the Java Virtual Machine, which can be downloaded for free from Sun Microsystems.
- NOTE: Firewalls and popup blockers may affect your ability to access and use Blackboard.

Windows Users Only - Downloading the Java Virtual Machine

- The Java 2 Run Time Environment 1.5.06 & above (recommended) is required to use the Collaboration Tools.
- This plug-in may be downloaded from the page that appears when a user joins a Collaboration Session, or
- Visit: <http://java.sun.com/products/plugin/index.jsp>.

Enabling Cookies in your Browser

In order to use Blackboard on your personal computer, you must have cookies enabled. Depending on your browser type, do one of the following:

Mozilla Firefox

1. Open Firefox and select **Tools → Options**.
2. Click onto Privacy.
3. Check “Accept Cookies from Sites.”
4. Click **OK**.

Internet Explorer

1. Open Internet Explorer and select **Tools → Internet Options**.
2. Select the Privacy Tab.
3. Using the sliding bar, slide the bar down to that the cookie settings are Medium or lower.
4. Click **OK**.

Other browsers, such as AOL or Opera, may function but are not officially supported by Blackboard. AOL users should consider minimizing the AOL browser and use Internet Explorer or Netscape instead.

Supported Browsers for Blackboard 8

Term	Definition
Certified	fully tested and supported
Compatible	key application areas tested
Not tested	specified Browser is not supported for the Operating System

Microsoft® Internet Explorer® Web Browsers

	Windows XP	Windows Vista Desktop	Mac OS 10.3	Mac OS 10.4	Mac OS 10.5
Internet Explorer 6	Compatible	Certified	Not Tested	Not Tested	Not Tested
Internet Explorer 7	Compatible	Certified	Not Tested	Not Tested	Not Tested

Mozilla® Firefox and Netscape® Navigator Web Browsers



Firefox 1.5 is not supported for Blackboard Academic Suite Release 8.0 and above. It is recommended that Firefox 1.5 users upgrade to Firefox 2.0 to access the latest security patches and Mozilla support.

	Windows XP	Windows Vista Desktop	Mac OS 10.3	Mac OS 10.4	Mac OS 10.5
Firefox 1.5	Not Supported	Not Supported	Compatible	Certified	Not Tested
Firefox 2.0	Certified	Certified	Not Tested	Certified	Compatible
Firefox 3.0	Compatible	Compatible	Compatible	Compatible	Compatible

Apple® Safari® Web Browsers

	Windows XP	Windows Vista Desktop	Mac OS 10.3	Mac OS 10.4	Mac OS 10.5
Safari 2	Not Tested	Not Tested	Not Tested	Certified	Certified
Safari 3	Not Tested	Not Tested	Not Tested	Compatible	Compatible

Getting Help with Technology at Sul Ross State University

SRSU Central HelpDesk Services

Faculty should contact HelpDesk for any technology need such as problems with Blackboard, email, Banner Self Service, Office software or for scheduling media equipment, etc.

Central Helpdesk is **available 24/7** for all your technology needs. If they can't help you over the phone, a ticket will be routed to an on-site tech who will contact you asap.

Phone: x8765 (on-campus) OR 1.888.691.5071 (off-campus)

Online: <http://www.sulross.edu/pages/4401.asp>

Blackboard Support – See info on the **Blackboard Information and Help** page at:

<http://www.sulross.edu/blackboard/>